

Dear Valued Resident (s),

Nothing is more important to us at Regency Square & Tanglewood North than the health and well-being of our residents and employees.

Clearly the most important, and on-going issue is the preventing the spread of the COVID-19, therefore effective immediately and until further notice, we are implementing the following escalated exposure-prevention protocols. Please note this may change daily, and we will communicate to you via written notices when changes occur.

In order to follow social distancing advice, our offices will have locked doors while we are working inside. Please feel free to contact our office via phone (432-362-0484) or email (leasingtw@gmail.com or filomena@heritageassetmanagement.net)

Pest control may be temporary suspended depending on our vendor schedule.

Please, simply call in all work orders or place work orders in writing and drop off the work order in our dropbox or you can email it to either email above. Only emergency work orders will be done.

All employees entering an apartment will verify with the resident via phone call or at the door that they are not currently sick or experiencing any symptoms of Covid-19. (See below health screening questions)

Residents are encouraged to drop off rent through the drop slot.

All resident activities are to be canceled until further notice

If you are requested to complete any paperwork in the office, then we must ask the health screening questions in advance of an appointment, if you are well then we will set an appointment with you upon arrival you will be asked to complete the questionnaire questions again before conducting the required paperwork.

Health Screening Questions include:

Are you having flu-like symptoms, such as fever, cough, or shortness of breath?

In the last 14 days have you traveled to a high-risk area for transmission of COVID-19?

Have you been in close contact with someone confirmed or is being evaluated for COVID-19?

Sincerely, Management